

ABSTRACT OF THE DISCLOSURE

5 An enhanced session initiation protocol (SIP) server is located at a call center for generating message bodies to be included within SIP request and/or response messages. A particular message body may provide information to a caller regarding status of a current call. If the call is unauthorized, the message body may further provide the caller with instructions as to the steps that need to be taken to become authorized. If the call is authorized, the message may provide the caller with other personalized information and/or promotional information in addition to the call status message. The SIP server may further compose messages to be transmitted to a call center agent. The SIP messages sent to the call center agent may include the caller's profile information for allowing the agent to have the information on hand prior to voice conversation.